



TOLLGATE ASSOCIATION
Falls Church, Virginia 22046

December 17, 2007

Sandy Croft

Customer Relations Program Specialist
Dominion Virginia Power
PO Box 26666
Richmond, Virginia 23261-6666

Dear Ms. Croft,

I am writing in response to your letter of November 2, 2007.

You indicated in your letter that your records show only 2 outages and only 1 momentary interruption in 2007. Unfortunately, your records do not reflect reality. Since writing to Mr. Farrell in October, I started keeping track of all the momentary outages we experienced. After the 2 ½ hour blackout last night, I felt it was time to correspond again. Here is a list of just the interruptions I have experienced since October.

10/26/079:04 pm momentary interruption
11/02/078:46 pm momentary interruption
11/11/074:47 pm momentary interruption
11/22/079:45 am momentary interruption
11/22/079:46 am momentary interruption
11/22/0710:47 am momentary interruption
11/22/074:38 pm momentary interruption
12/16/074:00 pm momentary interruption
12/16/077:05 pm 2 ½ hour outage

Only the outage of 12/16/07 was associated with any bad weather. All other interruptions were during clear sunny days with no wind. On the surface a momentary interruption would not seem to be a problem, but many homeowners have computers and other equipment connected that will shutdown with the briefest interruption in service. Having your computer restart with every interruption is more than an annoyance; it creates real problems with lost data and lost time in recovering data and resetting all our clocks.

I would appreciate your looking into these problems further. At the very least I think you need to upgrade your system that records interruptions.

Sincerely,

Robert E. Donaldson
Treasurer, Tollgate Association

Cc: Mr. Thomas F. Farrell, II